



## Great Vacation Retreats

Aloha,

Please print the guest agreement below. Review the terms and conditions relating to this reservation and complete the Reservation Summary. **You may then scan/email or fax the agreement back to us at (866) 721-7058.** Your reservation is confirmed and dates held after receipt of signed Guest Agreement and Rental Deposit received. Please verify dates and amounts in case any corrections need to be made ~ Mahalo!

### Great Vacation Retreats, LLC

P.O. Box 98, Koloa, HI 96756

Phone: (866) 541-1033 Fax: (866) 721-7058

Email: [stay@greatvacationretreats.com](mailto:stay@greatvacationretreats.com)

## Guest Agreement

### Deposits & Payments

A rental deposit of **AT LEAST \$500** is due and payable to Great Vacation Retreats, LLC to secure your reservation. The deposit may be higher depending on the type and length of accommodations and will be noted on the reservation summary.

Final payment is due 30 days prior to the check-in date. Guest expressly agrees that a valid credit card or eCheck information will be kept on file by Great Vacation Retreats in lieu of a security deposit. Guest hereby authorizes Great Vacation Retreats, LLC to charge the credit card or eCheck for the cost of repairs, replacement, services, telephone charges or extra cleaning for all damage, breakage and/or loss incurred during his/her stay. Extra cleaning includes, but is not limited to, excessive trash, stains on flooring and furniture, stained linens, dirty dishes, etc. In the event of damage to the premises, its equipment, furniture, or carpeting, Guest shall be responsible for the costs of repairing or replacing such damage. If collection or legal action is necessary, the Guest will be responsible for the costs thereof, including reasonable attorney's fees. Documentation detailing damages and charges will be provided to the Guest.

Please be advised that some condo associations have strict parking, key and trash regulations that if not followed may result in a fine to the guest. All rules are noted in the green binder in the condo. If charges are incurred you may be charged a fine after the fact.

For reservations made within 30 days of the check-in date, the entire reservation amount along with the valid credit card, check or eCheck (when paying by check damages will be paid via eCheck) is immediately due in full.

Most major credit cards including Visa, MasterCard, Discover and American Express are accepted. Personal checks and cashier's checks are also accepted as payment. Please make checks payable to Great Vacation Retreats, LLC. A fee of \$50.00 will be charged for all returned checks. eCheck is our preferred payment method – see last page for details. Your reservation is not confirmed until payment is received and, in the case of personal checks, the clearance of such checks by the issuing bank. After we receive final payment we will send, via email, your confirmation with check-in instructions and directions to the property.

## **Cancellations & Refunds**

**Cancellations & Refunds** A full refund, minus a service fee of \$50 or 3% (whichever is greater), will be given for cancellations made in writing 30 days before the check-in date. For reservations canceled within 13 days of check-in, no refunds will be given unless the property can be re-rented. Cancellations between 14 and 29 days before arrival are eligible for a 50% refund. Whatever portion of the reservation that can be re-rented will be returned minus a 10% re-booking fee. Guests with a reservation of 120 days stay or longer **MUST** cancel 120 days prior to check-in for a full refund, minus the \$50 or 3% service fee. No refund will be issued for cancellations made within 120 days of check-in for reservations of 120 days stay or longer.

Should the owner of any property elect to remove their property from the Great Vacation Retreats, LLC rental program, the guest shall not hold Great Vacation Retreats, LLC liable. In such an instance, the guest will be relocated to comparable accommodations determined by the rental agency. If comparable accommodations are not available, the guest will receive a full refund of the reservation amount paid. Great Vacation Retreats, LLC is not responsible for events beyond its control, e.g. inclement weather, maintenance and construction issues. Kauai has a tropical ocean environment that can cause a lot of maintenance problems. While we will do our best to notify you of any situation that occurs, no refunds will be issued for events and maintenance problems out of Great Vacation Retreats, LLC's control. **We strongly encourage all guests to obtain Travel Insurance.**

**Check-In is after 3:00 p.m. and Check-Out is 10:00 AM. No exceptions unless pre-approved by management!**

Guest and Guest's entire party must vacate the property no later than 10:00 am. **Failure to check out on time could result in a \$50 late fee.**

## **Home & Condo Equipment**

All homes and condos are privately owned and equipped for basic vacation needs. Bed linens and towels are available for the number of guests indicated on the guest agreement. Kitchen utensils and a *starter* supply of soap and paper products are made available for all rentals. You will need to bring or purchase additional supplies. Although each property will be completely equipped for rental purposes, we cannot accept responsibility for aesthetic conflicts.

Telephones are provided. Local calls are free. Use a calling card or dial collect to place long distance calls. Please note that *some* properties include free long distance calling to US and Canada. Maintenance problems in the home or condo will be handled in a timely and professional manner. The reservation amount will not be adjusted due to any malfunction of equipment, which includes TVs, VCRs, DVDs, air conditioning units, hot water heaters, stoves, refrigerators, door locks, etc. The property is furnished with Owner's furnishings and neither the Owner nor Great Vacation Retreats, LLC will be responsible for providing any additional furnishings or equipment.

There is a fee for any lost, stolen or damaged key. This includes pool keys and electronic key cards. Fee will be applied to your credit card or echeck on file.

## **Maximum Occupancy**

Each property has a specific maximum occupancy. Take note of the maximum number of guests allowed in the homes and condos before making your reservation. If the maximum occupancy is exceeded without management approval you will be evicted and charged a minimum of \$250. Our properties are located in residential areas and are rented for personal vacation use only. Parties and other large gatherings, commercial uses, and illegal or immoral activities are not allowed. Violators risk forfeiture of their deposit, reservation amounts paid, and eviction.

## **No Smoking**

All homes and condos are *Non-Smoking!* This includes the lanai, patio and all shared areas such as pool, bbq, tennis courts, etc. No exceptions - \$300 fine. Most properties provide a designated smoking area outside.

## **Pets**

If evidence is found that a pet was brought onto the property without approval of Great Vacation Retreats, LLC, the Guest will be charged for the costs of cleaning and repair of damages caused by such pet, with a minimum charge of \$300.

## **Travel Protection (US Residents Only)**

Vacation Rental Insurance has been made available with your reservation. Vacation Rental Insurance provides coverage for pre-paid, non-refundable expenses due to certain unforeseeable circumstances that may jeopardize your vacation investment and force you to incur unplanned expenses. We strongly recommend you purchase this valuable protection. Additional terms and conditions apply; please read your Description of Coverage/Policy carefully and contact Generali Global Assistance at 866-999-4018 with coverage questions. If not purchased, you acknowledge you have read and understand our cancellation policy and choose not to purchase Vacation Rental Insurance on behalf of all occupants.

## **Damage Protection (US Residents Only)**

As a part of your stay, you may purchase a \$39 Vacation Rental Damage Protection plan designed to cover unintentional damages to the rental unit interior that occur during your stay provided they are disclosed to management prior to check-out. If purchased, the policy will pay a maximum benefit of \$3000. Any damages that exceed \$3000 or are not covered under the plan will be charged to the credit card or eCheck number on file. If, during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$3000. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy [www.vacationrentalinsurance.com/g20vrd](http://www.vacationrentalinsurance.com/g20vrd). The Vacation Rental Damage plan can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request Customized Services Administrators, Inc. DBA Generali Global Assistance & Insurance Services to pay Great Vacation Retreats any amount payable under the terms and conditions of the Vacation Rental Damage. Please contact Great Vacation Retreats directly if you do not wish to participate in this assignment.

## **Additional Provisions**

Great Vacation Retreats, LLC or owner may enter the premises at anytime for the following reasons:

- \*Assess damages or malfunctions
- \*Perform repairs and maintenance
- \*Supply services agreed upon by Guest and Great Vacation Retreats, LLC
- \*If the unit is for sale, we will provide 24-hour notice to show the unit at a reasonable hour
- \*In case of emergency, Great Vacation Retreats, LLC reserves the right to enter the unit for the purposes of safekeeping and/or prevention of further damage.
- \*Great Vacation Retreats, LLC is not responsible for construction and maintenance at a property that is outside of the unit and no refunds of the reservation amount paid will be given for these inconveniences.

## **Falsified Reservations**

Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposits and/or money collected, and the party will not be permitted to check in.

## **Disclaimer**

The Guest agrees that Great Vacation Retreats, LLC shall not be liable to Guest, Guest's guests, invitees or any other person for any injury, loss or damage to any person or property on or about the rental premises or from use of any items provided for guests use such as, but not limited to, beach equipment and sporting equipment or any activities booked thru Great Vacation Retreats. While we do our best to verify activity vendors and activities we are not responsible for injury, damages or any loss resulting from any activity booked thru Great Vacation Retreats. Guest shall hold Great Vacation Retreats, LLC harmless and indemnified from and against all loss or damage occasioned by use, misuses or abuse of any part of or fixture on the premises, surrounding areas and from or against any omission, neglect, or default of the Guest and his/her guests or invitees. The Guest acknowledges that Great Vacation Retreats, LLC is acting solely in the capacity of Agent for the property owner and assumes no liability thereunder.

All of the properties managed by Great Vacation Retreats, LLC are privately owned. The homeowners are not responsible for any accidents, injuries or illnesses that occur while on the premises or its facilities or from use of any items provided for guests use such as, but not limited, to beach equipment and sporting equipment. The homeowners and Great Vacation Retreats, LLC, are not responsible for the loss of personal belongings or valuables of the guest. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise and items provided for guests use.

**Great Vacation Retreats does not reserve properties without a completed online reservation form or a signed Guest Agreement. Your reservation is not confirmed until payment is made and a contract is received. A hold does not constitute a confirmed reservation. Great Vacation Retreats is in no way responsible for any financial loss resulting from a reservation. We appreciate your business and look forward to hosting you and your family as our island guests; we thank you in advance for understanding our reservation policy.**

## **Accommodations for Rental Vehicle**

The Guest further acknowledges and agrees that if Great Vacation Retreats, LLC, has assisted the Guest in the rental of a vehicle in conjunction with this rental, that such assistance is only for the convenience of the Guest, and all liability resulting from the rental and use of any such vehicle is upon and accepted by the Guest. Great Vacation Retreats, LLC, shall have no responsibility or duty to the Guest, the car rental company, or any third party, and the Guest shall indemnify and hold Great Vacation Rentals, LLC, free and harmless from any such claim, action, or liability resulting from the rental and use of the rented vehicle by the Guest. The parties further agree that receipt of payment for the vehicle rental in conjunction with the reservations deposit as well as any commission received by Great Vacation Rentals, LLC, from the vehicle rental, are not bases for liability to Great Vacation Rentals, LLC, from any use of the rented vehicle.



**Great Vacation Retreats**

## Great Vacation Retreats RESERVATION SUMMARY

**Guest Name:**

**Property:**

I declare that I have read the above Guest Agreement and that I sign this declaration with the full knowledge and understanding of the consequences of any violation of the terms and conditions above.

A/S:

CHECK IN DATE:

CHECK OUT DATE:

MAXIMUM NUMBER OF GUESTS:

MAXIMUM NUMBER OF VEHICLES:

**SECURITY DEPOSIT—valid credit card/eCheck/Check info is held and charged if damages occur**

**TOTAL RESERVATION AMOUNT: \$**

**Amount due now to reserve: \$500**

**REMAINDER DUE:**

**Date Due:**

**Amount includes: Rental fee, cleaning, taxes and processing fee.**

Check YES to add the Vacation Rental Damage Insurance (up to \$3000) plan for an additional \$39 \_\_\_\_\_ YES

Check YES to add Guest Travel Insurance for an additional 6.95% of the total reservation \_\_\_\_\_ YES

SPECIAL REQUESTS: \_\_\_\_\_

FLIGHT ARRIVAL TIME \_\_\_\_\_ am / pm      FLIGHT DEPART TIME \_\_\_\_\_ am / pm

EMAIL ADDRESS \_\_\_\_\_

PRINT NAME \_\_\_\_\_ CELL PHONE ( \_\_\_\_\_ ) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

(Individual responsible for guest agreement and agreed upon charges. **Actual signature required.**)

TODAY'S DATE \_\_\_\_\_ NUMBER OF GUESTS: \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP/POSTAL CODE \_\_\_\_\_ COUNTRY \_\_\_\_\_

### Payment Options

**ECHECK Is Easy! We only need your bank routing and account number or a copy of a voided check. You may also pay with personal check or credit card. eCheck for United States bank accounts only. Mahalo.**

eCheck

**Bank Account #** \_\_\_\_\_ **Bank Routing #** \_\_\_\_\_

OR

**Credit Card #** \_\_\_\_\_ **Exp Date** \_\_\_\_\_ **Sec Code** \_\_\_\_\_